

8. HUMAN SERVICES

INTRODUCTION

Human services are those programs and services designed to support and promote the well being of the City's low and moderate income populace that are in need of such services. In particular these programs are designed to address the basic socio-economic needs of low and moderate individuals, families, communities, and diverse social groups through social planning, intervention, prevention, maintenance services and emergency assistance programs.

Poverty is an unfortunate reality that Atlanta and other major urban areas face in relation to the obstacles spurred by social challenges. According to the U.S. Census, the current poverty rate for the City is at 27.3%. The Bureau of Labor reports that the current unemployment rate for the City is at 4.7%. Human Services' provision is to be effectively assertive in the City's effort to promote the institution of family and to provide a better quality of life for those that benefit from such programs and services. Atlanta has major human service challenges to be faced in the coming years. Some of these challenges are as follows:

A continued increase in the low-moderate elderly population without an adequate social support system.

The lack of affordable housing to support individuals in poverty.

The lack of inner-city jobs that allow the individual or family to escape the incidence of poverty.

The lack of available and affordable childcare services for those most in need.

The lack of "reverse commute" and like transportation programs to allow inner city residents the ability to access higher paying job opportunities in suburban counties.

There is a rapidly increasing population of Hispanics, Asians and other ethnic groups that are migrating to the City in increasing numbers. The City must find ways to address the needs of diverse ethnic groups through its human services delivery system.

INVENTORY OF MAJOR SOCIAL SERVICE AGENCIES IN THE CITY

FULTON COUNTY

Legislatively, Fulton County government is responsible for providing human service programs. The County's Department of Human Services (DHS) was created in 1989 with a budget of \$2.5million that has grown to an estimated budget of \$26million for the FY 2003 program year. DHS operates the following six divisions in providing a level of service to County residents. The Office of Children and Youth works with communities on issues that affect young people.

The Office of Disability Affairs promotes "equal access" for citizens with disabilities.

The Office of Emergency and Transitional Housing provides shelter and resettlement assistance to families and individuals in need.

The Office of Workforce Development provides job training and workforce literacy training to youth and adults to transition these residents into the workforce.

The Office of Aging provides a variety of services to residents that are 55 or older. This office operates sixteen facilities throughout the County. Currently, there are fifteen Neighborhood Centers and there are four multi-purpose facilities (see map). The multi-purpose facilities are community "focal points" and provide health, social, nutritional, therapeutic, educational, and cultural activities and programs for participants.

The Office of Planning and Community Partnerships oversees departmental strategic planning; human service grants, resource development, and community needs assessments.

The map displays the following locations and their addresses:

- Atlanta West**: 3201 Atlanta Industrial Pkwy
- NW Atlanta Office**: 2025 Bankhead Hwy
- SW Atlanta Office**: 15 Fairburn Road
- J.F. Kennedy Community Center**: 225 J.P. Brawley Dr.
- SE Atlanta Neighborhood Center**: 215 Lakewood Ave.
- Peach Program**: 54 Ellis St.
- Walton Place**: 84 Walton Street

The map also shows major highways such as I-75, I-285, I-20, I-65, I-405, and I-495, along with numerous local streets like Peachtree Rd., N. Peachtree St., S. Peachtree St., and others.

FULTON COUNTY DEPARTMENT OF FAMILY AND CHILDREN SERVICES

DFACS' wide range of services includes: 1) homeless services; 2) home management services; 3) foster care services; 4) independent living services for seniors; 5) Medicaid services; 6) group homes for the youth; 7) employment services; 8) child care; 9) refugee resettlement programs; 10) supplemental security income (SSI); and 11) the temporary assistance for needy families (TANF) program. DFACS also administers other special initiatives that target low and moderate-income groups. DFACS' annual budget is supported by Fulton County and by federal and state funds for

its many programs. The budget for the FY 2003 is estimated at being approximately \$105,965,269.

FULTON COUNTY DEPARTMENT OF PUBLIC HEALTH

The County's Department of Public Health (DPH) mission is to promote, protect, and assure the health and wellness of the people of Fulton County. The DPH provides a wide variety of public and mental health services. These services include: 1) AIDS testing and prevention; 2) teen pregnancy services; 3) employee physical services; 4) health education; 5) eye and dental care; 6) environmental health services; and 7) violence prevention. The budget is estimated at \$39,242,833.

There are nine DPH facilities located inside the City. These locations are identified on the map. DPH operates six neighborhood mental health centers inside the City. These locations are identified on the map.

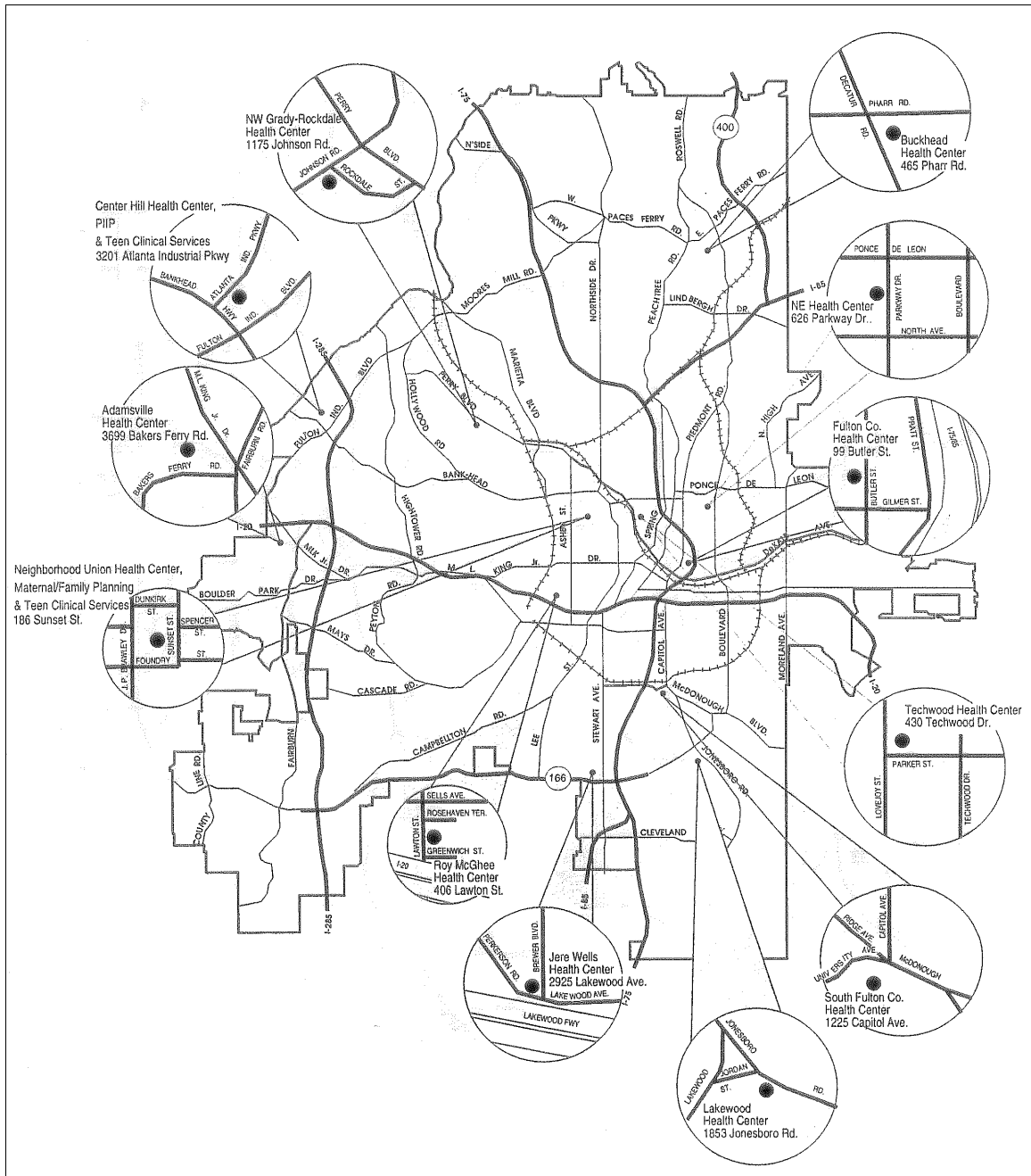
OFFICE OF WORKFORCE DEVELOPMENT- CITY OF ATLANTA

The Office of Workforce Development's primary mission is to operate an integrated system that will meet the developing workforce needs and provide quality services to all citizens of the City of Atlanta. The program provides for job training, increasing of employment and earnings, improving the quality of the workforce, and reducing welfare dependency. The budget is estimated at \$4.1million.

UNITED WAY OF METROPOLITAN ATLANTA

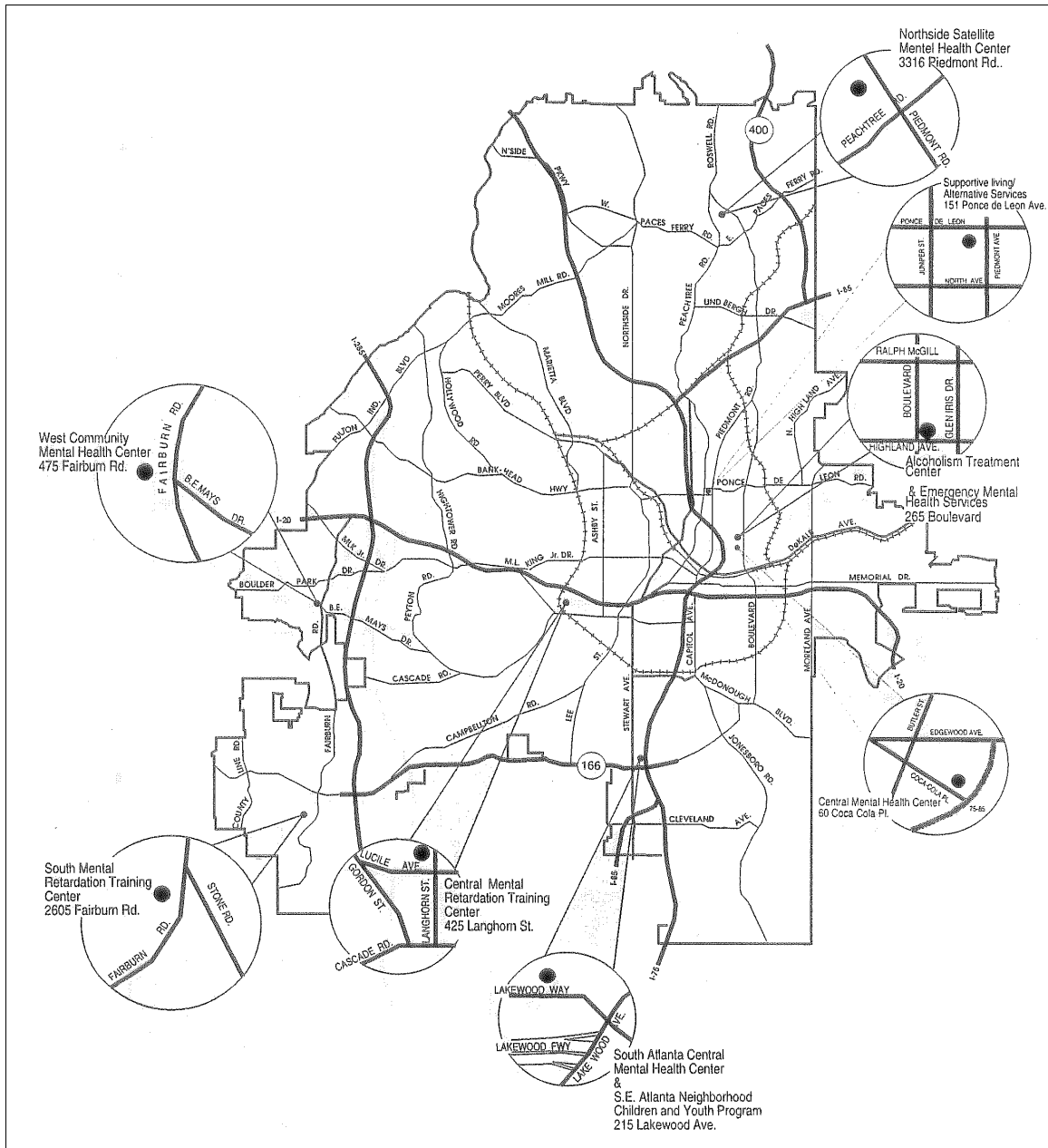
The United Way of Metropolitan Atlanta's is a multi-jurisdictional agency that provides direct funding or supplemental funding to hundreds of social service agencies in a thirteen county area with Fulton County being the largest service area. The mission of the United Way is to measurably improve the human condition of the community with resources that are easily accessible and provided in a caring environment. The basic needs are defined as services that: 1) respond to an emergency situation; 2) services that address temporary need for food, clothing, housing, child care and related services; 3) services that address "sustained" needs of individuals and families; and 4) health education and referral services. United Way also offers specialized programs for seniors and the agency funds various agencies that offer specialized programs for seniors and the agency funds various agencies that offer refugee and immigrant resettlement programs. The estimated budget is at \$42.8million. The investments were made by volunteers and the dollars are available through the community impact fund, which is raised during the annual campaign.

Map 8-2: Health Centers



Source: Bureau of Planning

Map 8-3: Mental Health and Retardation Training Centers



Source: Bureau of Planning

ATLANTA RENEWAL COMMUNITY

Recently designated as a Renewal Community by the Department of Housing and Urban Development (January 2002), Atlanta is eligible to share in an estimated \$17 billion in tax incentives to stimulate job growth, promote economic development and create affordable housing in areas suffering from divestment and decline. In accepting the designation, the Renewal Community will replace the City of Atlanta's Empowerment Zone (EZ).

Established by the 2000 Community Renewal Tax Relief Act, the Renewal Community Initiative encourages public-private collaboration to generate economic development in 40 distressed communities around the country. Atlanta will receive regulatory relief and tax breaks to help local businesses provide more jobs and promote community revitalization. The City of Atlanta will utilize tax credits, tax deductions, capital gains exclusions and bond financing. Areas that are included in the designation are to become "renewal clusters" and receive priority in their planning and economic development. The three identified clusters in the City are Westside Renewal Cluster, Eastside Renewal Cluster, and Southside Renewal Cluster.

FULTON ATLANTA COMMUNITY ACTION AUTHORITY

The Fulton Atlanta Community Action Authority, Inc. (FACAA) is a community based community action agency with three (3) satellite offices located in target communities throughout Fulton County and the City of Atlanta. FACAA'S corporate and training offices are located in midtown, accessible by MARTA. FACAA's major program & services include job readiness & placement, emergency assistance, energy related assistance, education/skills training, youth & senior related programs and housing assistance services.

In addition to its human service activities FACAA's housing subsidiary, FACHO renovated a 112 unit multi-family housing development for low-moderate individuals and families. FACAA also develops single family housing units in Fulton County. Graduates of the Fulton Atlanta Youth Build program are retained as construction apprentices conducting home building/home repair activities and to further strengthen the skills acquired during the program in preparation for within the construction-related field. The budget is estimated at \$3,860,869.00 for 2002-2003.

OFFICE OF HUMAN SERVICES- CITY OF ATLANTA

The City's Office of Human Services (OHS) primary function is to create human service delivery systems for the citizens of Atlanta. The mission includes the provision of staff; technical assistance and/or funding for many programs, task forces and advocacy groups. It also undertakes special projects, which enhance the daily lives of many of Atlanta's citizens. The budget for OHS is estimated at \$455,125.03.

The OHS also administers the following programs:

Social Development. OHS administers programs that are funded by the U.S. Department of Housing and Urban Development. These grants include Community Development Block Grant funds and are administered through contractual arrangement with social service providers. The activities of the Division include programs serving special needs and at-risk populations.

Summer Food Program. This project for youth provides free meals to youth that participate in summer programs sponsored by non-profit agencies. The Office of School Readiness funds this program.

Support Services and Special Initiatives. The OHS also provides staff, funds, and/or technical assistance to community and advocacy groups regarding concerns of low and moderate-income residents. This is a volunteer effort designed to provide relief to elderly homeowners that reside in the City. Some of the services provided through this resource bank include home repair and renovation and emergency assistance resources.

Homeless Services. This program coordinates services for people who are living on the streets through outreach and referral. Services provided include food, clothing, shelters, medical or transportation. The program also coordinates emergency overflow shelter in severe weather conditions, utilizing City facilities when necessary.

OFFICE OF GRANTS MANAGEMENT - CITY OF ATLANTA

The Office of Grants Management administers three of the four programs that are part of the City's Consolidated Plan. These funds come from the U.S. Department of Housing and Urban Development and the City's estimated allocation for this program year is \$19,671,000. The four programs are as follows:

The Community Development Block Grant (CDBG). This program funds programs and projects that benefit low and moderate-income residents through provision of human services programs. This grant also funds programs in "community development impact areas" to eliminate slum and blight. Priority is given to those areas in census tracts where the poverty rate is 35% and above. Estimated funding for this year is \$12,205,000.

The Emergency Shelter GRANT Program (ESG). This program funds programs and projects that provide access to safe and sanitary shelter and necessary supportive services for homeless individuals. Estimated funding for this year is \$433,000.

The Housing Opportunities for Persons with Aids (HOPWA) project. This program funds activities to meet the housing related needs of persons with HIV infection or AIDS related diseases. The estimated funding for this year is \$3,407,000.

The HOME Investment Partnership Program. The Bureau of Housing administers the HOME program. This program is designed to 1) expand the supply of decent, safe, and affordable housing with primary attention to rental housing for low-income families and 2) to strengthen the City's ability to assist in the financing and development of low-income housing. Estimated funding for this year is \$3,626,000.

The OHS also administers various social services programs that are funded through the funds from the City's annual general fund allocation. See the project list at the end of this section for the allocations to individual programs.

NEIGHBORHOOD SERVICE CENTERS

The City of Atlanta operates three neighborhood centers that are primarily located in the south and southeast quadrants of the City. These centers are multi-purpose facilities that house public libraries and a variety of public and private agencies that provide services ranging from day care to youth and social services programs. The Department of Parks and Recreation currently administers the Neighborhood Service Centers. The DPR has an estimated budget of

\$21,128,240, in which a portion of these funds is used to operate and maintain the three neighborhood service centers.

THE BLUEPRINT TO END HOMELESSNESS: SEVEN POINT PLAN

Homelessness has been a long-standing problem for the City of Atlanta. Many individuals have been unfortunately placed in this predicament for reasons that are far beyond their immediate control. The continuing presence of homelessness is not an issue to be easily overlooked. In an effort to address the matter, effective programs and services must be implemented that will adhere to the challenges that relate to homelessness by both preventing its occurrence and providing the support to enable self-reliance.

The Seven Point Plan is a set of programs designed to initiate a long-term effort to end homelessness in the City. At the request of Mayor Franklin, the United Way formed The Commission on Homelessness to make a detailed analysis on the issue, the plan is to have an immediate effect by reducing the number of homeless individuals considerably. The programs that are to be utilized in the effort include the following:

Create a 24/7 Services Center to provide the homeless with access to showers, toilets, storage, telephones and emergency beds, and for the appropriate staffing to administer specialized services. The annual operating budget is estimated at \$1.7million.

Expand a reunification program to assist those homeless persons who wish to be reunited with verified family or support systems. The annual operating budget is estimated at \$275,000.

Establish Hope House, to provide transitional housing program for 70 homeless men who are participating in a program leading to self-sufficiency. The annual operating budget is estimated at \$278,000.

Expand Foreclosure/ Eviction Prevention to increase availability of funds for mortgage and rent assistance. The annual operating budget is estimated at \$1.5-1.75million.

Establish Shelter-A-Family Faith Community Initiative to select families from shelters and match them with local congregations or civic organizations for six months to a year. The congregation supports the family until the family reaches self-sufficiency. The annual operating budget is estimated at \$90,000.

Expand Community Court to provide an alternative to jail and serve as a gateway for homeless and addicted or mentally ill persons to receive the treatment services available to them. The annual operating budget is estimated at \$470,000.

Create Permanent Supportive Housing with on-site services (and supervision in addition to property management) for mentally ill, substance addicted, or dually diagnosed homeless adult individuals. The capital budget is estimated at \$3.5-4.9 million per facility.

GOALS AND OBJECTIVES

In order to address its poverty issues and those issues facing low and moderate-income residents, the City should adopt a set of policies and strategies to continuously address issues of poverty and those issues that impact the social welfare of its citizens. A list of these recommendations is as follows:

Create a collaborative social welfare task force composed of major institutions, agencies, and citizen groups in the City to study and report on these issues annually.

Evaluate the current social welfare delivery system and make recommendations to make the system more efficient for client populations.

Provide additional resources to the Office of Human Services, which would allow the agency to leverage other funds in the system and allow OHS to hire additional staff to seek public and private funds for social welfare programs.

Provide additional funds to community based organizations and faith-based organizations in census tracts that have the highest rates of poverty.

Promote human development investment the City's poorer neighborhoods.

Provide resources and technical assistance to multi-cultural agencies to establish and maintain ethnic group resettlement programs.

Adopt a workable housing affordability strategic plan for the City's neighborhoods.

Create a strategy to attract industrial and commercial blue-collar employers to the City to increase the number of jobs for low and moderate-income entry-level workers.

Maintain and enhance the standard of living in the City's lower income neighborhoods.

Redirect Renewal Community funding to address the basic needs of residents in those communities to enhance resident's choices and chances to improve their standard of living.

Collaborate with the County's Human Services Department to increase the level of services to the youth and senior populations.

Collaborate with the Board of Education to provide non-traditional programs and day care services in the City's poorer neighborhoods.

Provide innovative transportation programs that make suburban job centers more accessible to inner city residents.

2004 CDP HUMAN SERVICES CURRENT PROGRAMS AND PROJECTS

Project List 8-1: 2004 CDP Human Services Current Programs and Projects

Human Services	Description	Initiation Year			Completion Year	COST x1000	Funding Source	Responsible Party	CIP #	NPU	CD
		1	5	15							
		1	5	15		x1000					
1	371 Irwin Street	1			2004	29	CDBG	DPCD	N/A	all	all
2	Achor Center Jobs Program	1			2004	31	CDBG	DPCD	N/A	all	all
3	Adult Day Care Services	1			2004	24	CDBG/ Intergovt. Fund	DPCD	N/A	all	all
4	AHA Elderly Services	1			2004	63	CDBG	DPCD	N/A	all	All
5	Alternate Life Path	1			2004	25	Intergovt. Fund	DPCD	N/A	all	all
6	Atlanta Children's Shelter	1			2004	61	CDBG	DPCD	N/A	all	all
7	Atlanta Enterprise Center	1			2004	19	CDBG	DPCD	N/A	All	All
8	Atlanta Respite	1			2004	25	CDBG	DPCD	N/A	all	all
9	Bell Hall	1			2004	49	CDBG	DPCD	N/A	all	all
10	Bobby Dodd Center	1			2004	28	CDBG	DPCD	N/A	all	all
11	Boulevard House	1			2004	26	CDBG	DPCD	N/A	all	all
12	Café 458	1			2004	187	CDBG/ Intergovt. Fund	DPCD	N/A	all	all
13	Care and Conserve	1			2004	15	CDBG	DPCD	N/A	T	4
14	CARP-HIV Addiction	1			2004	218	CDBG	DPCD	N/A	all	all
15	Cascade House	1			2004	50	CDBG	DPCD	N/A	all	all
16	CHDO/CBDO Operating grants	1			2004	49	CDBG	DPCD	N/A	all	all
17	Communities in Schools	1			2004	44	CDBG	DPCD	N/A	all	all
18	Community Advanced Practical Nurses	1			2004	143	CDBG	DPCD	N/A	all	all
19	Community Design Center	1			2004	698	CDBG	DPCD	N/A	all	all
20	Community Housing Resource	1			2004	11	CDBG	DPCD	N/A	all	all

Human Services	Description	Initiation Year			Completion Year	COST x1000	Funding Source	Responsible Party	CIP #	NPU	CD
	Center										
21	Compeer Atlanta	1			2004	9	Intergovt. Fund	DPCD	N/A	all	all
22	Covenant Community	1			2004	30	CDBG	DPCD	N/A	all	all
23	Covenant Community Vocational Svcs.	1			2004	665	CDBG	DPCD	N/A	All	All
24	English Avenue Lindsay Street	1			2004	72	CDBG	DPCD	N/A	all	all
25	Family First Group Home For Girls	1			2004	19	CDBG	DPCD	N/A	All	All
26	Family Resettlement Program	1			2004	9	CDBG	DPCD	N/A	All	All
27	Feed the Hungry	1			2004	162	CDBG	DPCD	N/A	all	all
28	Fulton County Council on Aging	1			2004	9	CDBG/HOPWA	DPCD	N/A	all	all
29	Fulton/Atlanta Land Bank	1			2004	64	CDBG	DPCD	N/A	all	all
30	Furniture Bank	1			2004	26	CDBG	DPCD	N/A	all	all
31	Genesis Shelter	1			2004	364	CDBG	DPCD	N/A	all	all
32	HOME Administration	1			2004	77	CDBG	DPCD	N/A	all	all
33	Home Repair Program	1			2004	117	CDBG	DPCD	N/A	all	all
34	HOPWA Administration	1			2004	19	CDBG	DPCD	N/A	all	all
35	Housemate Match	1			2004	49	CDBG	DPCD	N/A	all	all
36	Housing Counseling	1			2004	100	CDBG	DPCD	N/A	all	all
37	Housing Demolition/Reclamation	1			2004	476	CDBG	DPCD	N/A	all	all
38	Housing Rehabilitation Administration	1			2004	350	CDBG	DPCD	N/A	all	all
39	Housing Weatherization	1			2004	44	CDBG	DPCD	N/A	all	all
40	Indirect Costs Recovery	1			2004	45	CDBG	DPCD	N/A	all	all
41	Joint Venture	1			2004	34	Intergovt. Fund	DPCD	N/A	all	all
42	Latin American Resource Program	1			2004	44	CDBG	DPCD	N/A	all	all
43	Legal Aid Clinic for the Homeless	1			2004	85	CDBG	DPCD	N/A	all	all
44	Legal Services	1			2004	30	CDBG	DPCD	N/A	all	all

Human Services	Description	Initiation Year			Completion Year	COST x1000	Funding Source	Responsible Party	CIP #	NPU	CD
45	Meals on Wheels	1			2004	74	CDBG	DPCD	N/A	all	all
46	Men's Emergency Overflow Shelter	1			2004	11	Intergovt. Fund	DPCD	N/A	all	all
47	Midtown Assistance Center	1			2004	354	CDBG	DPCD	N/A	all	all
48	Milton Avenue Women and Children Shelter	1			2004	936	CDBG	DPCD	N/A	all	all
49	Multi Unit Housing	1			2004	292	CDBG	DPCD	N/A	all	all
50	Multi-Unit Loan Program	1			2004	36	CDBG	DPCD	N/A	all	all
51	Night Hospitality at Clifton	1			2004	3	CDBG	DPCD	N/A	all	all
52	Northside Shepard Center	1			2004	89	CDBG	DPCD	N/A	all	all
53	Odyssey III	1			2004	2,000	CDBG	DPCD	N/A	all	all
54	Owner Occupied Housing Rehabilitation	1			2004	19	CDBG	DPCD			
55	Partnership Against Domestic Violence	1			2004	20	CDBG	DPCD	N/A	all	all
56	Pathways Community Network	1			2004	50	CDBG	DPCD	N/A	all	all
57	Predatory Mortgage Defense	1			2004	77	CDBG	DPCD	N/A	all	all
58	Project Connect	1			2004	72	CDBG	DPCD	N/A	All	All
59	Resettlement	1			2004	35	CDBG	DPCD	N/A	all	all
60	Steps to Keep One Employed	1			2004	15	CDBG	DPCD	N/A	all	all
61	Steps to Keep One's Home	1			2004	30	CDBG	DPCD	N/A	all	all
62	Task Force on the Homeless Hotline	1			2004	30	CDBG	DPCD	N/A	all	all
63	The Atlanta Collaborative Kitchen	1			2004	30	CDBG	DPCD	N/A	all	all
64	The Renewal Project	1			2004	25	CDBG	DPCD	N/A	all	all
65	The Superb Project	1			2004	82	CDBG	DPCD	N/A	all	all
66	Transition House	1			2004	40	CDBG	DPCD	N/A	all	all
67	Transitional Supportive Housing	1			2004	58	CDBG	DPCD	N/A	all	all

Human Services	Description	Initiation Year			Completion Year	COST x1000	Funding Source	Responsible Party	CIP #	NPU	CD
	for Ex-Offenders										
68	Traveler's Aid Transitional Housing	1			2004	80	CDBG	DPCD	N/A	all	all
69	Trinity Community Ministries	1			2004	11	CDBG	DPCD	N/A	all	all
70	Trinity House	1			2004	14	Intergovt. Fund	DPCD	N/A	all	all
71	United Cerebral Palsy Mentor Employment Program	1			2004	34	CDBG	DPCD	N/A	all	all
72	Wesley Senior Citizens Program	1			2004	90	CDBG	DPCD	N/A	all	all
73	Y-CAT	1			2004	10	CDBG	DPCD	N/A	all	all
74	Young Adult Guidance Center	1			2004	60	CDBG	DPCD	N/A	all	all